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Subject: Re: How to contact IDL ?

Posted by [Robert Stockwell](#) on Thu, 20 Dec 2001 21:23:11 GMT

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trouble wrote:

- > That's Dr. Trouble, thanks. And my assistant Mr. Hide.
- >
- > I've used this account elsewhere without problems. It's just an email
- > address, innit ? Anyway, it's what's inside that counts ;]

Quite often "suspicious" email is deleted. A common rule is to delete without opening any unsolicited email with attachments, or email that looks like a virus. I'd guess a "From: trouble" would look like a virus and could quite possibly go straight to the trash. Publicly available email addresses for receiving unsolicited email most likely have such rules.

To answer the original question, in the past, my email support requests have received an automated response immediately, and a human response by the next day. I have had every situation satisfactorily resolved.

And I do use my real email address when contacting them.

Cheers,  
bob stockwell

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